

**Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT**

Name of Center: Waypoint - Park Ridge Kids		Enrollment: 100	License ID: 4157000137
Street: 5830 C St SW	City: Cedar Rapids	IA Zip Code: 52404	County: Linn
Mailing Address: 318 5th St SE			
Mailing City: Cedar Rapids		IA Zip Code: 52401	
Director's Name: Dawn Bliss		Center Phone Number: 319-841-4055	
On-Site Supervisors: Donna Castle		E-Mail Address: dawn.bliss@waypointservices.org	

Date of Complaint: 9/13/2013

Date of Visit: 10/7/2013

☐ Scheduled ☒ Unannounced ☐ NA

☒ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found ☐ NA

RECOMMENDATION FOR LICENSE

☐ **NO CHANGES to licensing status recommended**

☒ **PROVISIONAL license from** 10/15/2013 **to** 06/01/2014

☐ **SUSPENSION of License**

☐ **REVOCATION of License**

Summary of Complaint:

On 9/13/2013, a complainant reported two staff at Waypoint - Park Ridge Kids got into a physical altercation while caring for children at the daycare. The physical altercation incident occurred on 7/17/2013.

Licensing Rules Relevant to the Complaint:

109.10(16). Assigned staff, volunteers, and substitutes shall provide careful supervision.

109.10(10). Incidents involving a child, including minor injuries, minor changes in health status, or behavioral concerns, shall be reported to the parent on the day of the incident. A written report shall be provided to the parent or person authorized to remove the child from the center. The written report shall be prepared by the staff member who observed the incident and a copy shall be retained in the child's file.

109.4(4). Requirements and procedures for mandatory reporting of suspected child abuse as defined in Iowa Code 232.69 shall be posted where they can be read by staff and parents. Methods of identifying and reporting suspected child abuse and neglect shall be discussed with all staff within 30 days of employment.

Inspection Findings:

I, along with an additional DHS person, conducted a visit to Waypoint - Park Ridge Kids on 9/13/2013 and 10/7/2013. The following is based upon a face-to-face interview with staff Sara J, a face-to-face interview with staff Sabrina B, a face-to-face interview with staff Megan K, a face-to-face interview with staff Paige B, a face-to-face interview with multi-site director Dawn Bliss, a face-to-face interview with on-site supervisor Donna Castle, a face-to-face interview with Waypoint Director of Child Care Services Jennifer Kovach, a face-to-face interview with Waypoint Chief Operating Officer Dave Thielen, a face-to-face interview with Waypoint Chief Executive Officer Jaye Kennedy, a review of paperwork items, and observations while on-site:

109.10(16). Assigned staff, volunteers, and substitutes shall provide careful supervision. COMPLAINT IS VALID. RULE WAS VIOLATED. Several staff indicated Sara J and Sabrina B did not get along and had not been getting along for several

Staff reported Sara J and Sabrina B had "personality conflicts", "picked at each other non-stop", "bad mouthed one another", "would say things about each other under their breath while in the same room", "would use inappropriate language", and "gossiped about one another around the center". Waypoint management reported being aware of the conflicts between Sara J and Sabrina B and that they had been addressing the use of inappropriate language and gossiping at all staff meetings. On 7/17/2013 around 4:00pm, Sara J and Sabrina B got into a physical altercation in the classroom. There were approximately 11 children (age infant 0-24 months) present during the physical altercation. Sara J and Sabrina B used inappropriate language and called each other names including "liar". During the course of the disagreement, Sabrina B pushed approximately 40 books sitting on top of a half-wall partition in the classroom at Sara J. Sara J then went towards Sabrina B. Both staff put hands on one another and grabbed each other's hair. Sara J had lifted Sabrina B up off the ground by her hair and obtained a scratch to her neck during the altercation. Sabrina B punched Sara J but Sara J denied having any injuries. Staff Paige B, who was present during the physical altercation, asked Sara J and Sabrina B to "stop" several times and yelled for help. Staff Paige B reported that eventually Sara J and Sabrina B just let go of each other. Staff Paige B stated Sara J then went into the director's office. Sara J, Sabrina B, and Paige B each talked about how the children in the classroom were crying during and after the physical altercation but that none of the children had been injured. On 7/17/2013, Waypoint management (multi-site director Dawn Bliss, Waypoint Director of Child Care Services Jennifer Kovach, Waypoint Chief Operating Officer Dave Thielen, Waypoint Chief Executive Officer Jaye Kennedy) began their own internal investigation of the incident. Sabrina B had put in her resignation 2 days prior to the incident. It is important to note, Sara J and Sabrina B are no longer employed at Waypoint - Park Ridge Kids.

109.10(10). Incidents involving a child, including minor injuries, minor changes in health status, or behavioral concerns, shall be reported to the parent on the day of the incident. A written report shall be provided to the parent or person authorized to remove the child from the center. The written report shall be prepared by the staff member who observed the incident and a copy shall be retained in the child's file. COMPLAINT IS VALID. RULE WAS VIOLATED. Waypoint management and numerous staff throughout the Waypoint - Park Ridge Kids building knew about this incident. However, the parents were not notified until the Department received the complaint in September, 2013 (approximately 2 months later). On 9/20/2013, Waypoint management did provide families with a written letter informing them of the incident. In September, 2013, Waypoint management also held a face-to-face meeting for all families who had children enrolled in the classroom at the time of the incident.

109.4(4). Requirements and procedures for mandatory reporting of suspected child abuse as defined in Iowa Code 232.69 shall be posted where they can be read by staff and parents. Methods of identifying and reporting suspected child abuse and neglect shall be discussed with all staff within 30 days of employment. COMPLAINT IS VALID. RULE WAS VIOLATED. Waypoint management and Waypoint - Park Ridge Kids staff are all mandatory reporters and trained as mandatory reporters. No one at Waypoint followed mandatory reporter laws/requirements.

During the course of this complaint report, the following additional rule violation was noted:

109.8(2). Ratio is maintained as required by licensing. RULE VIOLATED. Through gathering evidence for this complaint, it was reported that some staff leave the classroom to retrieve items from another room, use the restroom, and/or just "do whatever". This leaves the remaining staff with too many children for 2-5 minutes.

Special Notes and Action Required:

Based upon the above, the program's license status has been changed to provisional status.

The following items need to be corrected, received, and reviewed by the DHS license consultant in order for the program's license to be upgraded to full status:

- 1) Any Waypoint management and all staff currently employed at Waypoint - Park Ridge Kids shall complete mandatory reporter training. The trainer shall be from a DHS approved training organization outside of the Waypoint agency. A copy of management's and each staff's training certificate shall be forwarded to the DHS license consultant.
- 2) At the next all staff meeting, Waypoint management will review policies and procedures for when incident reports shall be completed. Each current Waypoint - Park Ridge Kids staff will sign-in that he/she was in attendance and received training in incident report writing. The sign-in sheet (with the date and time of the staff meeting) shall be forwarded to the DHS license consultant.
- 3) At the next all staff meeting, Waypoint management will review policies and procedures ensuring all staff and children are within ratio. This shall include policies surrounding staff restroom breaks, staff leaving the room to get supplies, etc. Waypoint management will ensure there are staff in the building to assist if a staff does need to leave the classroom and children for a period of time (even 2-5 minutes). Each current Waypoint - Park Ridge Kids staff will sign-in that he/she was in attendance and received training in ratio and supervision requirements. This sign-in sheet (with the date and time of the staff meeting) shall be forwarded to the DHS license consultant.

If you feel something is unclear or unjustly cited, please contact me (phone 319-892-6827; email alyons@dhs.state.ia.us <<mailto:alyons@dhs.state.ia.us>>) so that we may discuss the issue. If necessary, I can make a notation in your record. You may

send a letter that will be included in your licensing file noting any disagreement you may have with this report. If I have failed to provide for you any information discussed during my visit, please contact me and I will forward the information to you. Thank you.

Amy Lyons, MA
Child Care License Consultant

Consultant's Signature:

Date:

10/15/2013

A handwritten signature in black ink, appearing to read "Amy Lyons", written in a cursive style.

to solvency is key.
In the midst of a shut-

focus on balancing the
budget and making those

you got to do to keep it
from coming," he told

● Comments: alison.
sullivan@sourcemedia.net

PUBLIC SAFETY

Day care operating under lower license

DHS: Complaints met
definition of abuse

By Hayley Bruce, The Gazette

CEDAR RAPIDS — A day care center will have its licensing status temporarily downgraded following a Department of Human Services investigation into a fight that broke out between two teachers in front of young children roughly three months ago.

The investigation into Waypoint ParkRidge Kids Child Development Center, 5830 C St. SW, was prompted by a complaint made Sept. 13 to DHS. Waypoint officials said the inci-

dent, which occurred July 17, initially was not reported to parents because Waypoint's executive staff determined children were not in any imminent danger during the incident.

The DHS investigation, however, determined the complaints — which alleged "denial of critical care" and "lack of supervision" against the two staff members involved in the fight — were founded and fall under the DHS' definition of child abuse, according to a Friday release from Waypoint.

The release said parents were not notified after the original incident because of the

confidentiality of human resource matters.

As a result of the investigation, the center's licensing status temporarily will be changed from "full license" to "provisional license."

The center's Level 4 rating out of 5 possible levels in the DHS' Quality Rating System is being revoked.

To regain full-licensing status, the center's plans for the next 30 days include:

- All ParkRidge staff and management will re-take mandatory reporter training.

- Management will review incident report procedures with staff.

- Management will re-

view staff-to-child ratio requirements with staff.

"We are actively working with the DHS, our staff, and parents to ensure that this type of incident does not take place in one of our child care facilities again," Jaye Kennedy, Waypoint Services chief executive officer, said in the release.

A letter sent to ParkRidge Kids parents obtained by The Gazette said ParkRidge Kids' site director, Waypoint's director of child care services and the two teachers involved in the fight are no longer employed by Waypoint.

● Comments: (319) 339-3162;
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